

Please do not allow ATT to acquire T-Mobile. Look at the past.

- (1) **Quality.** In this age of mobile connectivity quality is becoming more important. Each time they take over a service provider providing quality service to their customers the support declines to ATTs level. ATT is not interested in improving the quality of service now or in the past.
- (2) **Cost.** The cost always increases to ATTs level, and they implement additional fees for control - 2 year contracts, higher termination fees, elimination of unlimited data plans, etc.
- (3) **Investment in Service.** Most recently, for all of the years they had the iPhone exclusively and there was a known problem with dropped calls, what did they do? Nothing. No reinvestment to improve support; they just increased rates. They did not make any move to improve or become competitive until they lost their exclusivity.
- (4) **Competition.** They claim they need the #3 cell phone provider in the US to compete in the future. We know they do not invest in improving service quality. Their plan is to execute their normal strategy of eliminating their future competition by gobbling them up - Cingular.
- (5) **Strategically.** They should not be permitted to continue charging high rates, and not improving service to their customers because they successfully gobble up competitors that have invested in quality. Verizon is like FedEx and ATT the post office. It is not much of a choice. We need other companies to choose from. ATT is big enough to improve, they chose not to. Why should they, nothing has stopped them from doing this in the past.